About Genfit

Genfit is a leading installer of solar panels and battery systems in the UK, established in 2009 by Dave Houston. The company caters to both residential and commercial markets, providing affordable, high-quality services backed by numerous accreditations such as NICEIC, SMAS, and Trustmark.

Genfit prides itself on its innovative renewable energy solutions, excellent customer service, and maintaining high health and safety standards throughout project delivery. They also offer Tesla Powerwall installations to maximise energy efficiency and reduce reliance on the grid.

What processes does Genfit use Insite for?

Currently, we are utilising Insite for our site surveys in which we conduct thorough assessments of installation sites to ensure they meet the necessary requirements for our products. The use of Insite in this process allows our team to efficiently capture and document site conditions, facilitating accurate and detailed reports. This capability not only streamlines our workflow but also enhances the accuracy and reliability of the information we gather.

How has Insite helped to improve these processes?

1 **Solution 1 - Efficiency**
Insite has significantly streamlined our site survey process, making it much more efficient and less time-consuming. Our team can now fill out site survey forms directly onsite, which eliminates the need to wait until they return to the office. This immediate data entry reduces delays and enhances productivity.

2 **Solution 2 - Centralisation**
Having all data and information centralised in one accessible location provides us with a complete view of our projects and clients. This centralisation facilitates easier data retrieval and management, ensuring that our team can make more informed decisions promptly.

3 **Solution 3 - Real-time Access**
The ability to access up-to-date information in real time is crucial for our operations. Insite's data management capabilities mean that our sales team can track progress, identify potential issues early, and collaborate more effectively.

How does the inspection completion time using Insite compare with other systems you've used?

Insite has significantly reduced the time required to complete inspections compared to the previous application we were using. The efficiency of Insite allows our team to fill out forms directly on-site, streamlining the entire process. Previously, with the old application, the process was tedious and time-consuming, often requiring our team to re-enter data after returning to the office.

Who uses Insite in your team and how has it improved communication?

At the moment, we have been using Insite internally. This has already provided significant benefits, such as ensuring that all team members have access to up-to-date information. However, we see tremendous potential in expanding the use of Insite to include our customers and contractors. By integrating Insite into our external communication processes, we aim to streamline interactions and enhance collaboration. For instance, we plan to use Insite to allow customers and contractors to sign and fill out necessary documents directly within the platform.

Does computer access to your inspections enhance utility, and if so, how?

We find it incredibly useful to access our inspections on the computer. Insite's ability to centralise all the data collected from site visits in one place is invaluable. This centralised access ensures that we can easily review and reference inspection data whenever needed. If any issues arise, we can promptly look back at the detailed records to verify the conditions and actions taken during the site visit. This capability helps us ensure accountability and accuracy, making it clear that any problems were not due to our work. Overall, having all inspection data readily accessible enhances our ability to manage projects effectively and maintain high standards of quality.

How much time and money do you save each month?

We anticipate significant time and cost savings once Insite is fully integrated across the entire sales process. By using a single application instead of multiple tools, we expect to streamline our workflows and increase efficiency. This consolidation will allow us to manage everything more effectively and lower the expenses associated with maintaining various applications, leading to considerable monthly savings in both time and money.

Product Satisfaction	Ease of use
5/5	**5/5**

Reporting	Likelihood to recommend
5/5	**5/5**

"Insite has **significantly reduced the time** required to complete inspections, allowing our team to fill out forms directly on-site. This efficiency **streamlines our entire process** and enhances productivity."
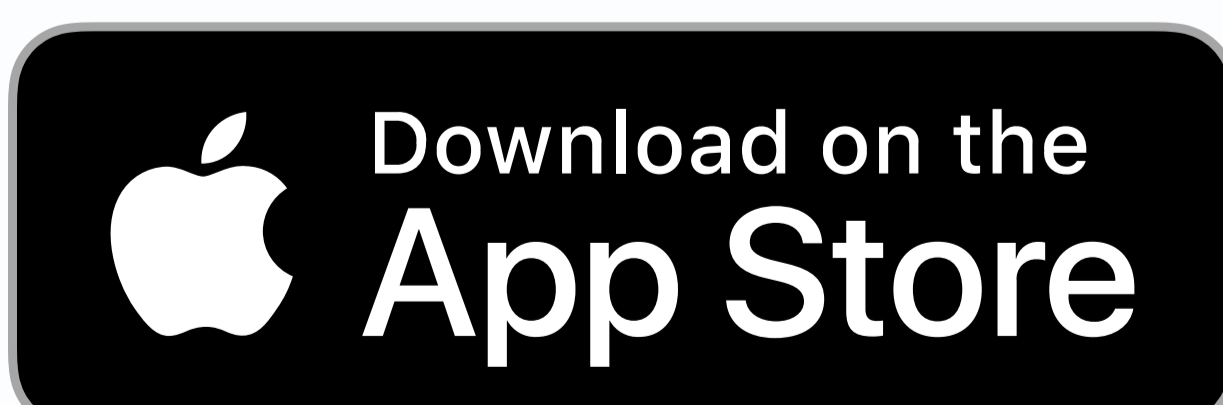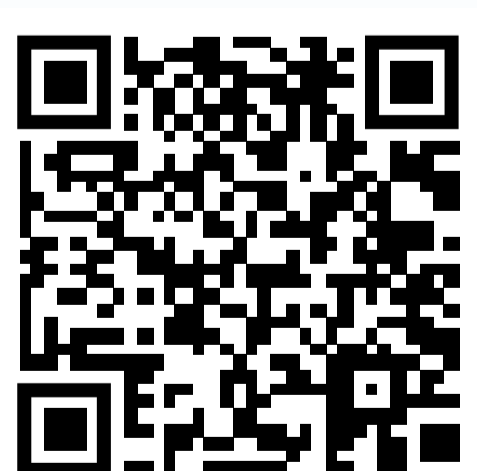

Meg Davies

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At Genfit, Meg is responsible for processing enquiries, booking sales surveyors for site visits with customers, constructing site files for the installation teams, and overseeing the daily activities of the sales surveyors. She uses Insite to send customers their 'Post Site Survey Confirmation' emails. By pulling data from the sales surveyors' site visits.

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